

Methods for submitting prior authorization requests for medical and pharmacy benefit drugs

For Blue Cross commercial, Medicare Plus BlueSM,
Blue Care Network commercial and BCN AdvantageSM

Revised June 2026

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Whenever possible, submit prior authorization requests electronically to get these benefits:

- Faster response times
- Reduced administrative time
- Clinical criteria to guide you in submitting the proper information

Important: [Michigan's prior authorization law](#)* requires health care providers to submit prior authorization requests electronically for commercial members. Alternate submission methods are allowed in the case of temporary technical problems, such as power or internet outages.

Note: If you're having trouble accessing applications using Availity EssentialsTM, contact Availity[®] Client Services at 1-800-AVAILITY (282-4548).

This document lists preferred and alternate methods to submit prior authorization requests for medical and pharmacy benefit drugs. Methods vary depending on whether you'd normally submit the request.

Methods for submitting prior authorization requests to Blue Cross and BCN through the Medical and Pharmacy Drug PA Portal

Preferred method: To access the Medical and Pharmacy Drug PA Portal, log in to our provider portal ([availity.com](#)*), click *Payer Spaces* in the menu bar and then click the BCBSM and BCN logo. Click the *Medical and Pharmacy Benefit Drug Prior Auth* tile in the Applications tab.

Note: If you need to request access to our provider portal, see the [Register for Web Tools](#) webpage on [bcbsm.com](#).

Alternate methods:

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Lines of business	Alternate submission methods
- Blue Cross Blue Shield of Michigan commercial - Blue Care Network commercial	Fax requests as follows: Medical benefit drugs: Fax to 1-877-325-5979. Pharmacy benefit drugs: Fax to 1-866-601-4425.
	For medical and pharmacy benefit drug requests, call the Blue Cross and BCN Pharmacy Clinical Help Desk at 1-800-437-3803 and follow the prompts.
	For medical and pharmacy drug requests, mail to: BCBSM Specialty Pharmacy Program P.O. Box 312320 Detroit, MI 48231-2320
- Medicare Plus Blue - BCN Advantage	Fax requests as follows: Medical benefit drugs: Fax requests to 1-866-392-6465. Pharmacy benefit drugs: - For Medicare Plus Blue members: Fax to 1-866-601-4428 - For BCN Advantage members: Fax to 1-800-459-8027.
	For medical and pharmacy benefit drug requests, call the Blue Cross and BCN Pharmacy Clinical Help Desk at 1-800-437-3803 and follow the prompts.

Methods for submitting prior authorization requests to OncoHealth

Preferred method: The most efficient way for Michigan providers to submit requests to OncoHealth is through OncoHealth's OneUM portal. To access it, log in to Blue Cross and BCN's provider portal (availlity.com*), click *Payer Spaces* in the menu bar and then click the BCBSM and BCN logo. Click the *OncoHealth Provider Portal* tile in the Applications tab.

Alternate methods:

- Fax requests to 1-800-264-6128.
- Call 1-888-916-2616.

For more information about submitting requests to OncoHealth, refer to the document [Oncology Value Management program through OncoHealth: Frequently asked questions for providers](#). Look for the section "How to submit requests" starting on page 5.

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Methods for submitting prior authorization requests to Carelon

Preferred method: The most efficient way for Michigan providers to submit requests to Carelon for Blue Cross commercial UAW Retiree Medical Benefits Trust members is through the Carleon provider portal. To access it, log in to Blue Cross and BCN's provider portal (availability.com*), click *Payer Spaces* in the menu bar and then click the BCBSM and BCN logo. Click the Carelon ProviderPortal tile in the Applications tab.

Alternate methods:

- Fax requests to 1-877-325-5979.
- Call 1-800-728-8008.

For more information about submitting requests to Carelon, refer to the document [Oncology Value Management program through Carelon: Frequently asked questions for providers](#). Look for the section "How to submit a request" starting on page 3.

*Clicking this link means that you're leaving the Blue Cross Blue Shield of Michigan and Blue Care Network website. While we recommend this site, we're not responsible for its content.

Availity® is an independent company that contracts with Blue Cross Blue Shield of Michigan and Blue Care Network to offer provider portal and electronic data interchange services.

Carelon Medical Benefits Management is an independent company that contracts with Blue Cross Blue Shield of Michigan and Blue Care Network to manage prior authorizations for select services.

OncoHealth is an independent company supporting Blue Cross Blue Shield of Michigan and Blue Care Network by providing cancer support services.